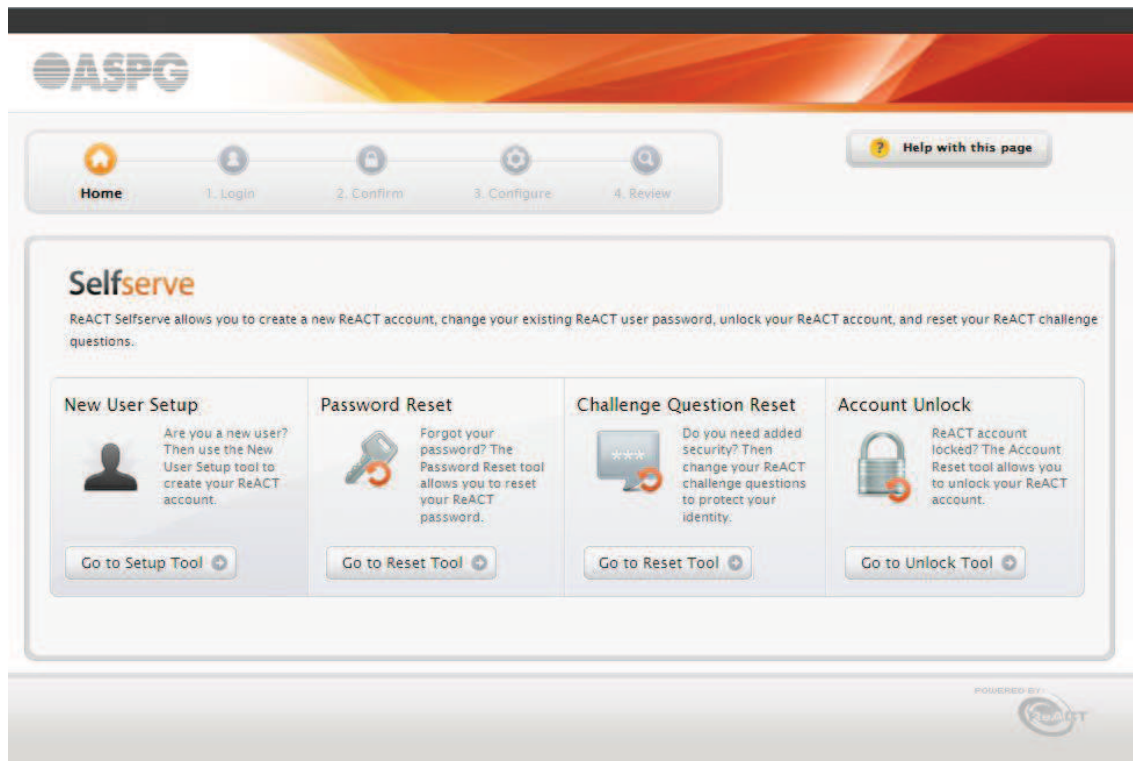


Figure 2.1.1 ReACT Web Client access through MS Internet Explorer

Dialog



## WARNING!

When doing password reset/synchronization via a browser while logged on in Windows NT, 2000, or XP, the user must take an additional step. This is required to avoid a situation where the password contained in the local machine cache is not updated, causing a system user lockout during re-authentication attempts.

To avoid the lockout situation, ***immediately*** press the CTRL+ALT+DEL keys to show the Windows Security dialog and click the **Lock Computer** button. Then, unlock your computer with the new password and the local cache will be updated.

A similar situation could occur with other platforms. To avoid any issues after password reset while logged on, it is always best to log out of each system on which the password was changed and then log back in with the new password.

RESETTING / SYNCHRONIZING PASSWORDS

THE RESET PROCESS (END-USERS)

This section will show you how end users can log into ReACT. Depending on administrator configurations, ReACT might be accessible from the intranet and/or the Internet. All users may be able to configure their responses and questions if granted by the ReACT administrator. Last, you also will see how to reset/synchronize your passwords using ReACT.

Depending on the administrative setup you might be forced, as the end-user, to a question/response update page. If so, then you will go through a different sequence other than the normal ReACT password reset flow. Follow the steps presented in Figure 2.1.2

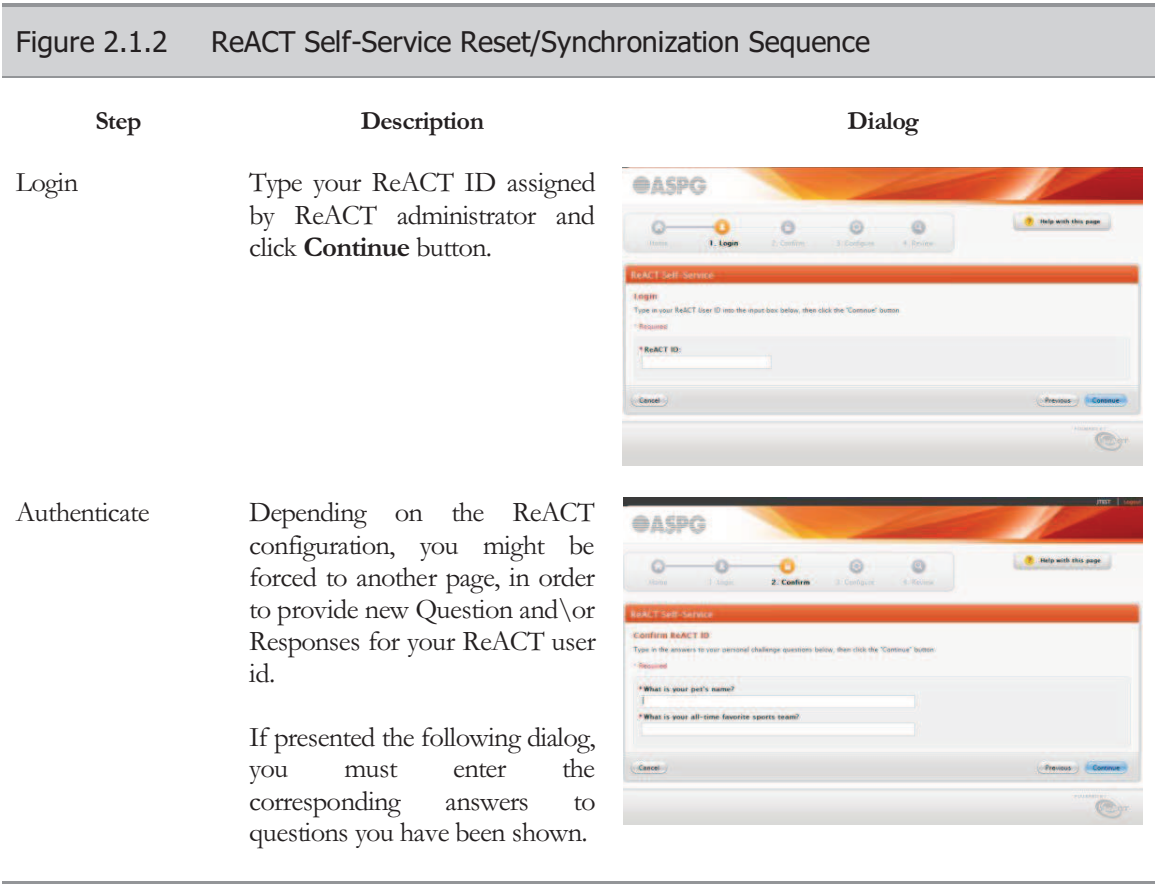
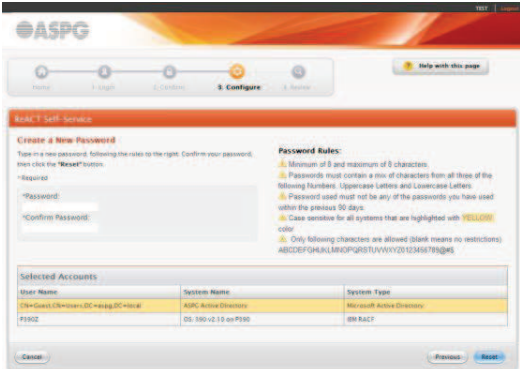
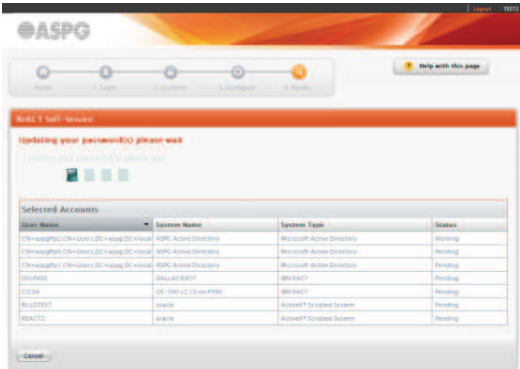


Figure 2.1.2 Continued

## RESETTING / SYNCHRONIZING PASSWORDS

Figure 2.1.2 Continued

Step	Description	Dialog
Enter Password	<p>Within this step, the user simply needs to provide the new password they wish to apply to the previously selected systems.</p> <p>Notice password restrictions regarding the length is shown at the right side of the page.</p>	
Update Password	<p>Each system user account associated with the selected system(s) is processed for password reset. The status field will present an indication of the stages the reset process is going through.</p>	
Finish	<p>The final page will show the reset status of all systems the reset process was run on. If the result is a failure, you should contact your ReACT administrator with any error information that is presented.</p>	